

MAIA+ — Mauritius's Omnichannel AI Assistant for Government Services

AI in the Public Sector · Good practice · Mauritius

Quality score: 47/100

Evidence strength: Moderate

Summary

Mauritius's Ministry of ICT and Innovation launched MAIA+, a ChatGPT-based virtual assistant letting citizens download certificates, book appointments and track service tickets around the clock across the government's MoKoud, moRendezVous and CSU platforms.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Ministry of Information Technology, Communication and Innovation \(MITCI\), Government of Mauritius](#) — accessed 2026-07-13

[MITCI — official MAIA launch announcement](#) — accessed 2026-07-13

[talkk.ai — MAIA Launch case study](#) — accessed 2026-07-13

[Apple App Store — MAIA Bot](#) — accessed 2026-07-13

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